



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION **DIRECTOR** HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for providing overall leadership and strategic direction for the Department of Human Services and is responsible for developing and administering programs and systems to support and promote high performance strategies to meet organizational needs, vision and values. Reports to an Assistant City Manager.

ESSENTIAL JOB FUNCTIONS

Provides leadership and strategic direction for determining priorities, goals and objectives to meet the City's social services needs to include overseeing mandated and non-mandated federal, state and local programs and services.

Establishes implements and evaluates internal systems to effectively meet operating goals and objectives; develops and evaluates policies and procedures to effectively carryout departmental operations; promotes staff collaboration, innovation and critical thinking in developing solutions and approaches to departmental issues.

Responsible for overall management of the department to include budget research, development, preparation and budget monitoring to ensure cost effectiveness and to ensure that purchasing and financial transactions are properly conducted in accordance with City administrative policies and procedures.

Responsible for effective employee relations, diversity and staff development; oversees and performs employee evaluations; administers human resources policies and procedures; determines appropriate personnel actions

Develops proposals and reports on human services and related issues and presents recommendations to City Management, City Council and other groups; responsible for coordinating with City Manager for placement of human services related items on City Council Agenda; ensures reports, studies, and plans are appropriately processed in accordance with federal, state, and city laws and ordinances. Evaluates, assesses and makes recommendations to City Manager and City Council with respect to the City's social services programs.

Provides training and technical assistance to community organizations; facilitates inter-agency discussions to foster collaboration and to develop and coordinate resources that respond to community needs. Monitors and analyzes the effectiveness of service delivery within department.

Responsible for implementing programs that promote communication with the community on a variety of topics; implements procedures for receiving and processing community inquiries and

concerns; establishes effective relationships with the media; personally meets with community groups, gives talks and presentations and represents the City at various meetings and functions. Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services Administration – Thorough knowledge of human services principles and practices including related federal, state and local agencies, organizations and regulations affecting human service programs. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services. General knowledge of municipal organization and operations.
- Management of Personnel – Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection, and the use of human resources information systems.
- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Performance Management – Monitoring/Assessing performance of other individuals, or the organization to make improvements or take corrective action. Motivating, developing, teaching and directing people as they work, identifying the best people for the job.
- Critical Thinking – Using logic and reasoning to understand, analyze, and evaluate complex situations and then to research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to the situation. Applies general rules to specific problems to produce answers that make sense. Combines pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationship – Maintains high morale among all department employees. Shares knowledge with supervisors and staff for mutual and departmental benefit. Develops and maintains cooperative and professional relationships with employees, managers in other departments, representatives from organizations, and the general public. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective administrative and management programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management

methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events. Performs a broad range of supervisory responsibilities over others. Highly developed ability to evaluate plan alternatives in relation to trends, costs, and social pressures and needs.

- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of human resources issues with tact and diplomacy in a confidential manner.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Public Administration, Social Work, Human Services or a related field and 10 years of progressively responsible experience in human services or related programs with 5 -7 years of supervisory experience or an equivalent combination of education and experience. A Master's Degree is preferred.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

A valid driver's license with an acceptable driving record.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.